

RFP: Amendment Two

AMENDMENT TWO
to the
Request for Proposal for an
Eligibility Determination System
For the Alabama Medicaid Agency
Bid RFP #2011-ELI-01

The above referenced Request for Proposal, dated November 18, 2011, is amended as outlined below. This amendment must be signed and returned with the RFP response, which must be received no later than 5:00 P.M. Central Daylight Time on Thursday, January 19, 2012 or the proposal will not be considered. The proposal response is to be opened on Friday, January 20, 2012 at 9 A.M. Central Daylight Time at the Alabama Medicaid Agency, 501 Dexter Avenue, Montgomery, Alabama.

Page 108, section 2.6.11 second paragraph is being amended to read as follows:

Should the 'In-House' option be selected, the transfer of knowledge to Agency technical support staff will be a key Vendor responsibility as the State of Alabama intends to have the Agency staff ultimately assume responsibility for the operations and maintenance of the Eligibility Determination System. To prepare for this responsibility, the Agency technical staff shall be adequately integrated with the DDI Vendor's technical team and thoroughly trained.

Page 189, section 2.6.27.3 Task 27.3: Help Desk Plan, Public Facing Help Desk Plan, the second paragraph is being amended to read as follows:

The Vendor will also create a Public Facing Help Desk Plan to address the need for the Agency to respond to requests for help from the public. 100% call recording is required for the Public facing Help Desk. Recordings will be maintained a minimum of 12 months. Call recording needs to be included in the Disaster Recovery Plan. The Public Facing Help Desk Plan will be delivered to the Agency for Agency implementation.

Page 189, section 2.6.27.3 Task 27.3: Help Desk Plan, Public Facing Help Desk Plan, the fourth bullet under State Responsibility is being added and reads as follows:

- Provide a telanguage service for calls other than Spanish or English that require interpretation

Page 190, section 2.6.27.3 Task 27.3: Help Desk Plan, Public Facing Help Desk Plan, the fourth bullet under Vendor Responsibility is being amended to read as follows:

- Provide Vendor staff (a minimum two Spanish speaking agents) to answer questions that State staff are unable to answer

Page 247, section 5.2.2.7 Company Overview, the eleventh bullet on this page is being amended to read as follows:

- Details of any pertinent judgment, criminal conviction, investigation, or litigation pending against the Vendor or any of its officers, directors, employees, agents, or subcontractors within the last five (5) years related to this RFP, the state or federal government, Medicaid, any oversight agencies such as Health and Human Services, Center for Medicare and Medicaid Services and Office of Inspector General, and eligibility

enrollment, of which the Vendor has knowledge, or a statement that there are none. The Agency reserves the right to reject a proposal solely on the basis of this information.

Page 247, section 5.2.2.7 Company Overview, the third paragraph is being amended to read as follows:

The Company Overview must not exceed four double-sided pages. Senior staff resumes and details of judgments, etc. may be included in an addendum.

Page 255, section 5.2.2.16 proposed Staffing, the seventh paragraph is being amended to read as follows:

The Proposed Staffing section must not exceed 15 double-sided pages. Resumes and Letters of Intent may be included in an Addendum to this section.

Page 299, section 7 Forms, Form D, second sentence is being amended to read as follows:

PLEASE SUBMIT THE MATRIX ON AN EXCEL SPREADSHEET! (Excel Spreadsheet may be submitted in PDF)

Appendix E, Mandatory Requirements, the following requirements have been removed:

Key 60742

Key 60743

Appendix N, Performance Expectations, the following requirements have been removed:

Key 60742

Key 60743

Signature acknowledges receipt of this amendment and its incorporation into the Request for Proposal.

Company: _____

By: _____

Title: _____

Date: _____